

# ELDOWAS DIGEST NEWSLETTER

VOL I ISSUE 1

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**Enhancing Quality of Life**



## A MESSAGE FROM THE MANAGING DIRECTOR

*Dear Stakeholders,*

Welcome to ELDOWAS' very first newsletter! We're excited to keep you updated on our latest projects, achievements, and upcoming events, all while highlighting how we're fulfilling our mandate. This newsletter is one way we engage with you, our valued stakeholders, and demonstrate our commitment to our vision. We're dedicated to delivering quality services efficiently and innovatively, and this newsletter will showcase how we're achieving that mission.

In each edition, you'll find updates on our projects, accomplishments, and future plans—all within the context of our mandate. We believe that open communication is key to building strong relationships, so your feedback is always welcome. Thank you for your support as we work towards our vision and fulfil our mandate. Together, we'll create a brighter and more sustainable future for all.

Thank you for being part of the ELDOWAS community. We eagerly anticipate sharing our journey with you as we collectively work towards our vision.



**Peter Kibet Arap Biwott**  
**Managing Director ELDOWAS**



## Innovation Corner: How to get started

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- Visit [publications.eldowas.or.ke](http://publications.eldowas.or.ke)
- Click on the "Subscribe" button on the homepage.
- Fill in your email address and any other required information, such as your name and preferences.
- Once confirmed, you will start receiving our monthly newsletter and periodical publications of the company directly to your email address.

## PROJECT SPOTLIGHT: TRANSFORMING OUR COMMUNITY THROUGH WATER AND SANITATION INITIATIVES

We are thrilled to welcome you to our inaugural monthly newsletter. Our primary focus in this newsletter is our unwavering commitment to enhancing water and sanitation services in our region. We're excited to keep you updated on our ongoing projects, with a special emphasis on our latest initiative. The technical department plays a central role in ensuring clean and accessible water for our community, managing water source development, abstraction, treatment, and distribution, all with a dedication to excellence. In each newsletter, we will spotlight one of our projects, sharing its objectives, progress, and the positive impact it's creating. Our aim goes beyond meeting standards; we are dedicated to improving the quality of life for everyone in our service area. Stay tuned for our first Project Spotlight feature in the upcoming newsletter. We can't wait to share our journey with you.



## Stakeholder Update: Join Us in Shaping Our Community's Future

We are excited to introduce the first edition of the ELDOWAS Monthly Newsletter – your go-to source for staying updated on our ongoing projects, recent accomplishments, upcoming events, and our dedicated pursuit of becoming "Kenya's Most Customer-Centric Company."

At ELDOWAS, our vision is ambitious yet clear: to prioritize our customers in everything we do. Our goal is to provide efficient, high-quality water and sanitation services that resonate with a personal touch. Our mission serves as our daily guiding light: "ELDOWAS is Committed to providing adequate Quality Water and Sanitation Services Efficiently for all through Energized, Passionate Staff, Working Together with Commitment to Innovation." In this newsletter, we'll illustrate how we're actively upholding this mission through our projects, innovations, and the relentless dedication of our team.

### What to Expect:

1. Recent Projects: Stay informed about our latest projects, transforming water and sanitation services in our area. Gain insights into our progress, innovations, and the positive community impact these projects generate.
  2. Achievements: Celebrate our milestones and the recognition we've received for our endeavours. We're proud of our achievements and invite you to share in our success.
  3. Upcoming Events: Be in the know about the events, workshops, and community initiatives ELDOWAS is hosting or participating in. Your involvement is invaluable to us.
  4. Initiatives: Explore our pioneering initiatives aimed at enhancing customer experience, sustainability, and innovation. We value your input and eagerly welcome your feedback on these endeavours.
- Our commitment to transparent communication with stakeholders remains steadfast, and this newsletter is a key medium through which we aim to keep you informed and engaged.

**Susanne Sang**  
Editor, ELDOWAS Magazine

